

**MICHELE ALFANO**  
**President, Health Plan Division, ValueOptions, Inc.**  
**Chief Operating Officer, ValueOptions, Inc.**

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## **PROFESSIONAL EXPERIENCE**

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**ValueOptions, Inc.** **2000 - Present**  
**Chief Operating Officer, ValueOptions, Inc.** **Norfolk, Virginia**  
**President, Health Plan Division, ValueOptions, Inc.**

- As Chief Operating Officer, Ms. Alfano is responsible for oversight of ValueOptions' Divisions, including the Employer Solutions, Public Sector, and Health Plan Divisions.
- As President of the Health Plan Division, she is responsible for operations and performance of the Division.
- Responsible for financial and strategic planning; oversight of divisional sales and marketing efforts; contract development, review, and approval; and maintenance/expansion of client relationships.
- Served as the Executive Vice President for Field Operations for ValueOptions.

**TriZetto Group** **1999 - 2000**  
**Vice President**

- Responsible for oversight of HMO operations for health plans under management contracts with TriZetto including claims, customer services, billing and accounts receivable, central support service, and IS operations.
- Also responsible for moving claims and customer service operations to a paperless system and integrating e-commerce into the workflow of an operating service center. (Novalis was purchased by the Trizetto Group in October 1999.)

**Novalis Services Corporation & Novalis Development and** **1994- 1999**  
**Licensing**  
**Vice President and Chief Operating Officer**

- Responsible for overseeing the implementation of new accounts, account management, system programming for managed care system, provider credentialing software, and NCQA verification CVO.
- Additional responsibilities included oversight of consulting services for claims, customer service, network development, implementation, helpdesk, and IT data services for Novalis clients.

**Value Behavioral Health, Inc.** **1992 - 1994**  
**Regional Vice President, Troy Service Center**

- NYS Employee Account

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## **EDUCATION**

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**Champlain Valley Physician's Hospital School of Nursing**  
**RPN** **Plattsburg, New York**